

Table of Contents

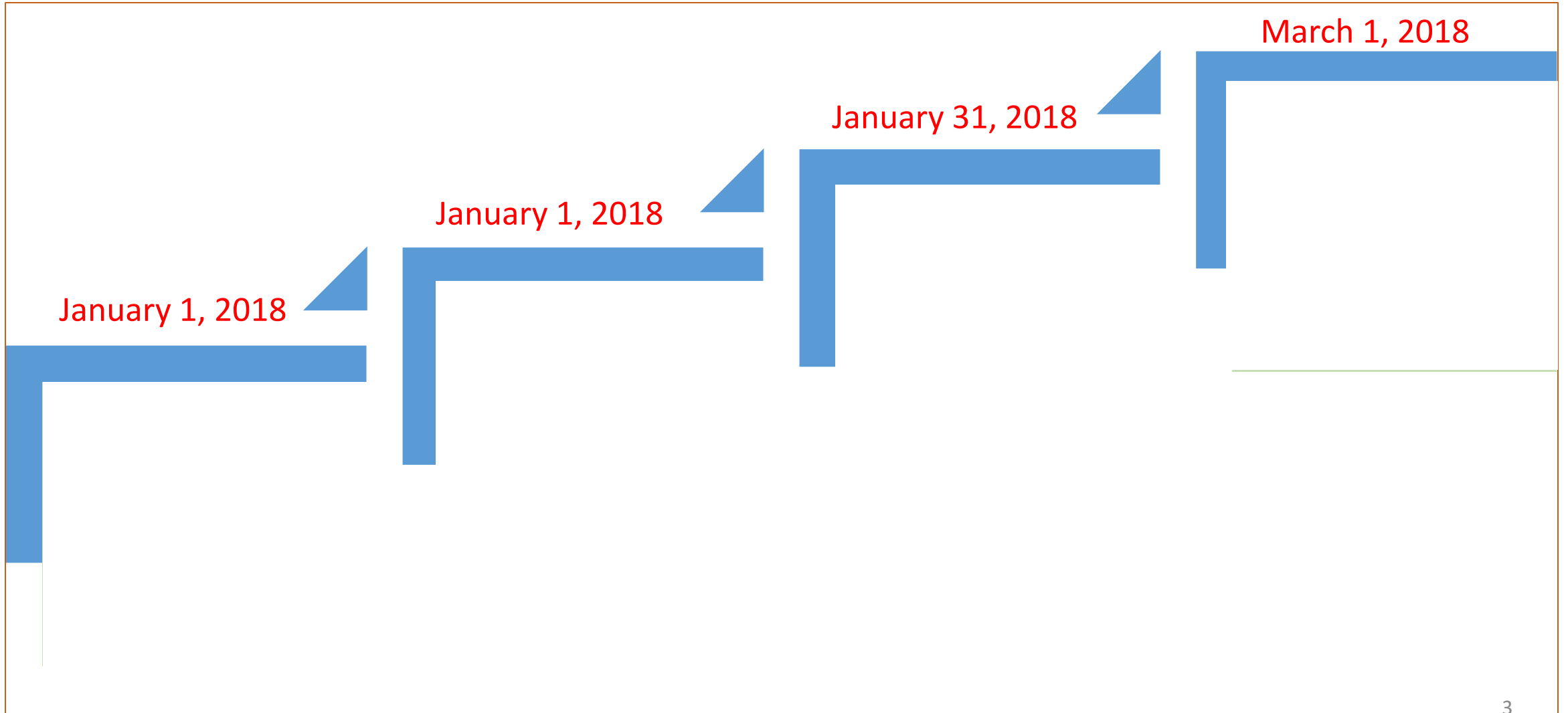
Chapter Four

- Upcoming Enhancements and their impact on you
- Feedback
- Future training discussion.



**LOOKING
TOWARD
THE
FUTURE**

Enhancements



Current LOC Due Dates

Until February 28th

- LOC's will be accepted as in compliance
 - As long as submitted by 11:59 on the last day of the month.

Types of notifications

Annual

The annual notice provides the Provider a list near the end of January of all of their Waiver individuals and their Annual LOC due date

This allows a provider to plan visits in an efficient manner and complete all annual LOC in a timely manner

Monthly

The monthly notice provides the Provider a list after the 26th of the month of all of their Waiver individuals who's LOC is due within 60 days

Daily

Meets or
doesn't meet

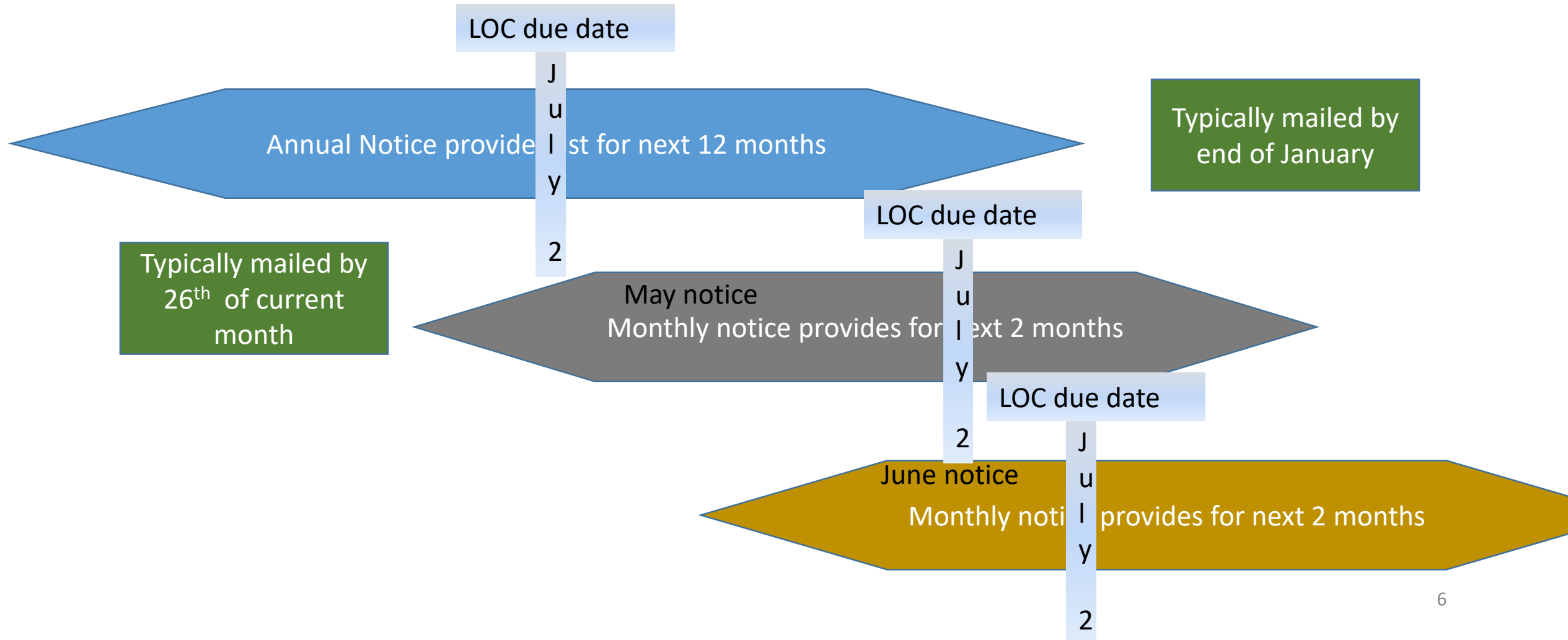
Out of
Compliance

Delinquent

- Three Types

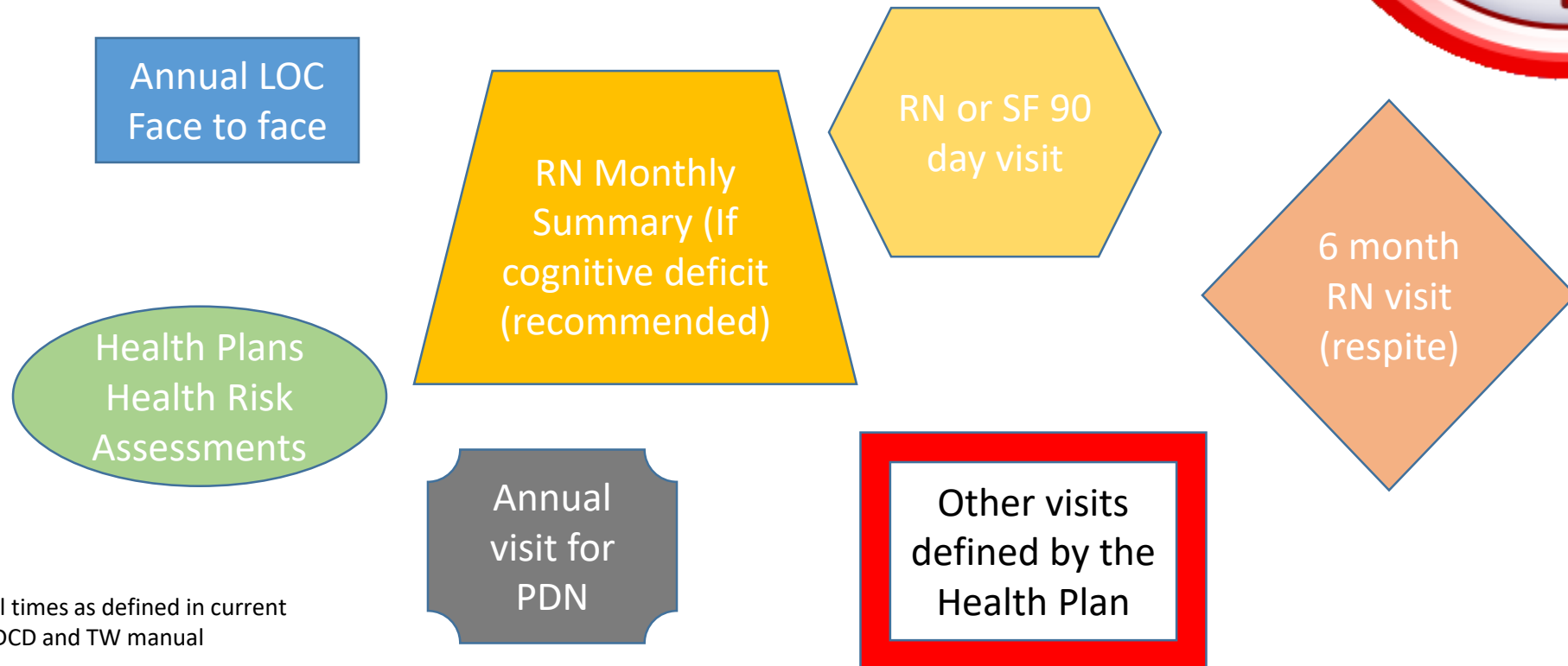
How do the notifications help?

- Notice is received 3 times



A Time Saver

- Combine visits to a member ?
 - The 60 day period before the due date allows time to coordinate and combine trips.
 - Any of these required visits can be combined as long as within the specified days.
 - None are required to occur together.



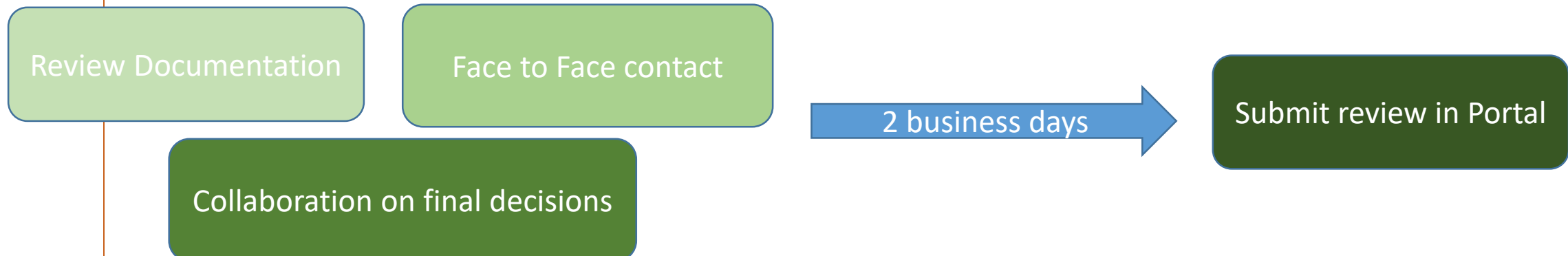
All times as defined in current
EDCD and TW manual

Implementing the 365 Rule

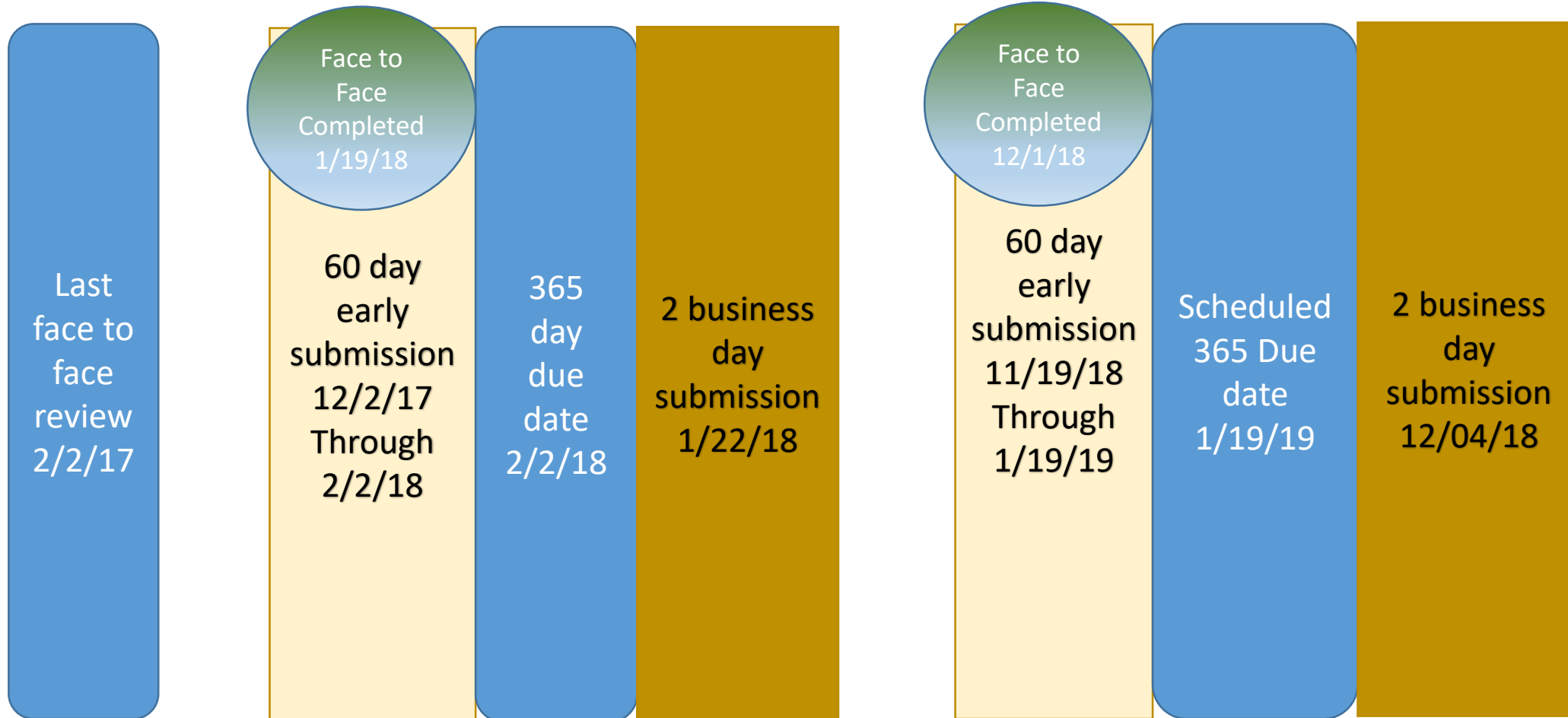
- Effective date March 1st
- Impact on plans
 - Reviews due on March 1st must be submitted within two business days
 - March 5th
 - Reviews due on March 2nd must be submitted within two business days
 - March 6th
 - Reviews due on March 12th must be submitted within two business days
 - March 15th

Implementing the 365 Rule continued

- How calculated
 - 365 days from initial enrollment in waiver (first year of waiver services)
 - 365 days from date of last face to face review
 - If break/gap in service no change in 365th day unless reenrollment occurs
- Submission guidance
 - The face to face element of the LOC review process is the key to meeting the 365 Submission date
 - 4 stages of LOC process

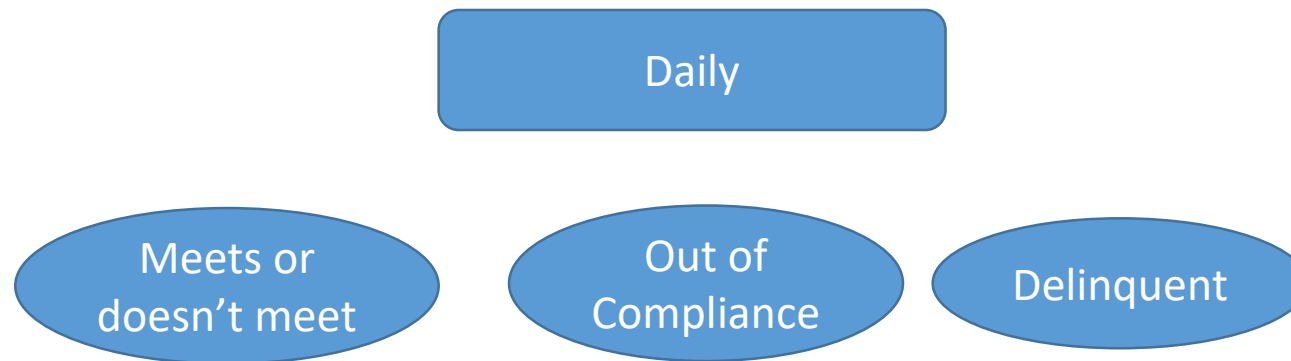


Examples of submission date



Tracking enhancement

- Daily reporting
- E-mails will be sent informing Plan of any reviews out of compliance



Action for Reviews not completed on time

Out of Compliance

The notice is sent when a review is not submitted by the 365 day. Per CFR the individual is no longer eligible for the Waiver.

The Provider is allowed 5 business days to complete the LOC

Failure to submitted
LOC results in:
Monthly report to:
Care Management Unit
QMR Unit

Actions:

- Based on these reports a plan is open to financial penalties
- Individual member is notified of possibility of losing waiver services.

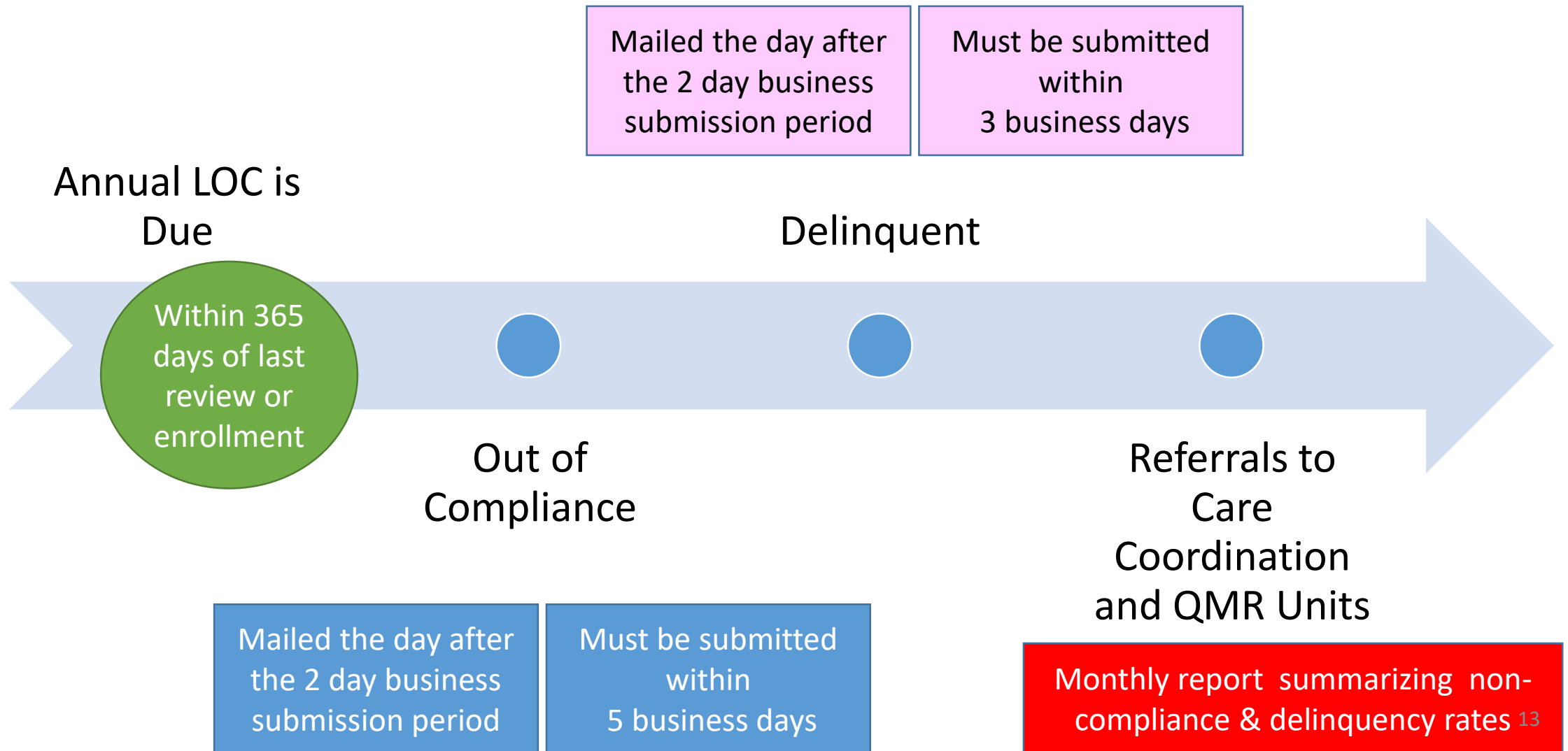
(Remember this is a 100% compliance assurance)

Delinquent

The notice is sent when a review is not submitted by the 5th day of the out of compliance request. Per CFR the individual is no longer eligible for the Waiver.

The Provider is allowed 3 business days to complete the LOC

Annual LOC time line (30 Day typical period per review)



Sample Notice

- E-mail letter

ANNUAL LOC NOTIFICATION

Dear ACCESS INDEPENDENCE INC. C-DPA,

Attached are the 2018 reviews for your agency's annual LOC submission. This annual list is provided to help you plan your year's annual LOC reviews. Changes may occur to this list based on changes in enrollment. Monthly updates will provide the final list of reviews to be submitted. Remember they must be completed by the date listed or they will be listed as out of compliance.

Please submit these reviews using your provider ID # 0087429798.

Please access the DMAS 99 series via the DMAS web portal @ <http://www.virginiamedicaid.dmas.virginia.gov/wps/portal/> and submit the above requested LOC reviews. Annual LOC reviews are due to DMAS by the date listed above. Any submitted after that will be listed as out of compliance with Federal Code (42CFR 441.302). This code requires completion of the annual LOC to maintain your participant's eligibility for Waiver Services and continuation of your payments as defined in your provider agreement or contract.

If you receive this e-mail in error you are asked to notify the Department of Medical Assistance Services immediately at LOC_review@dmas.virginia.gov as this e-mail contains time sensitive information.

FFS Provider REMINDER:

You may have members whose service authorization will be expiring next month. If a member continues to need the services, you will need to submit a request for services to the DMAS designated Service Authorization contractor prior to the end of the current authorization. THERE ARE NO AUTOMATIC RENEWALS.

- Excel Spreadsheet Attachment

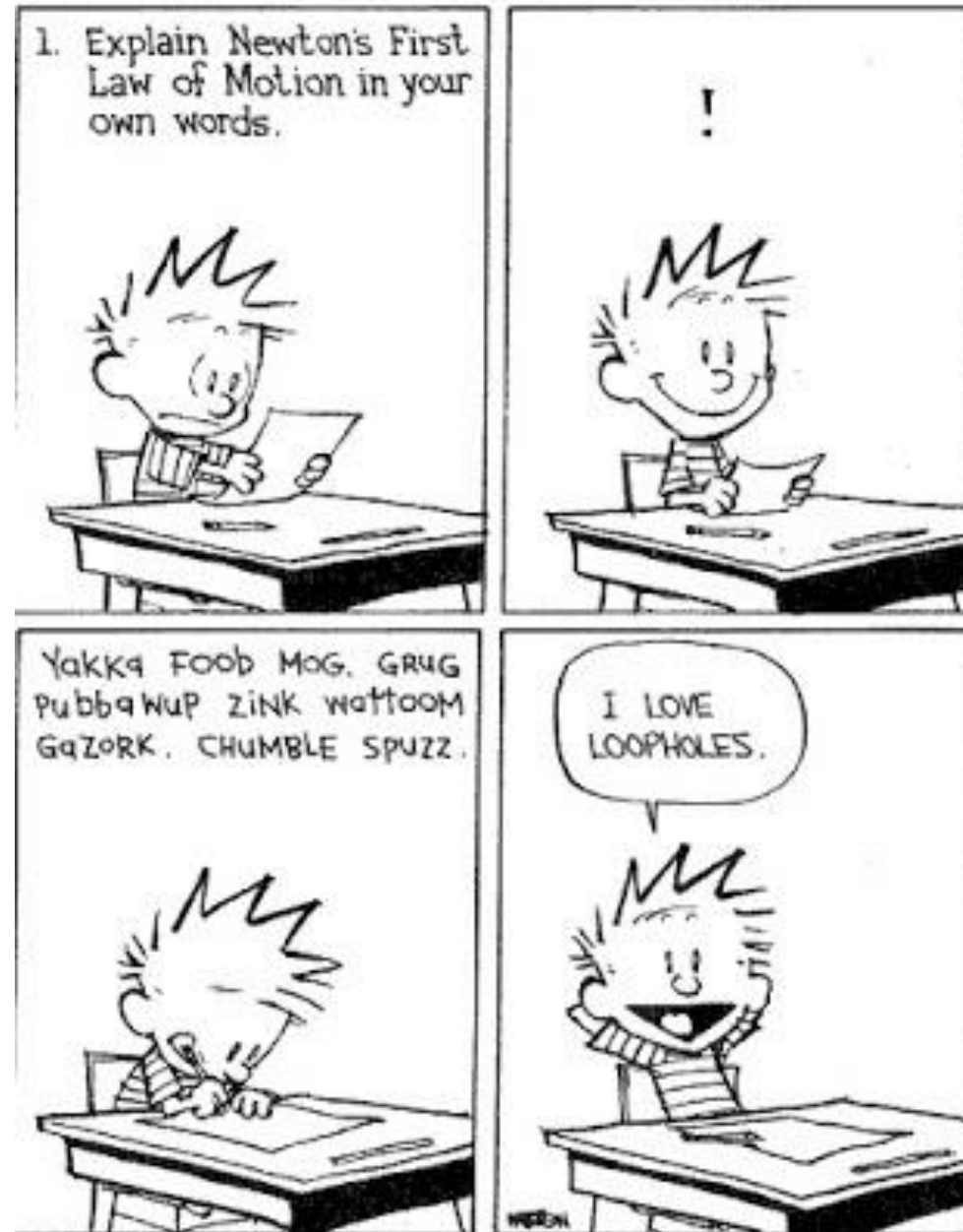
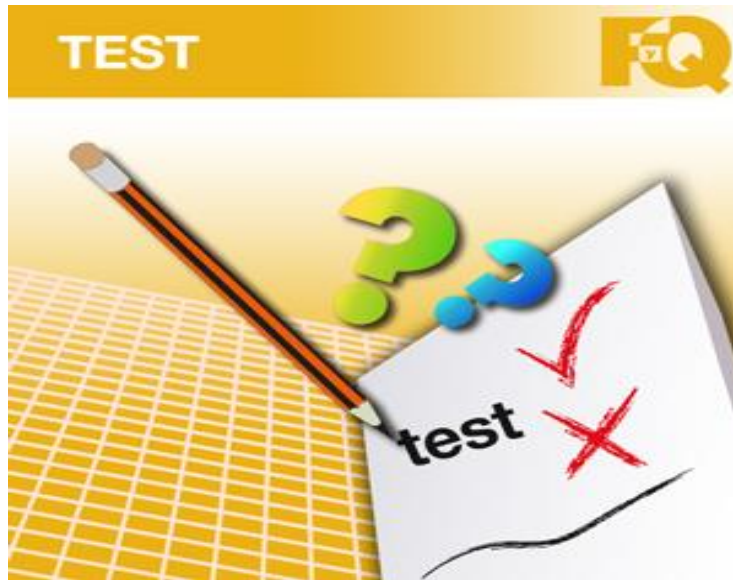
NPI #	Provider name	Reviews due in 2018			
Medicaid ID	Recipient	Assessment Due	Out of Compliance	Delinquent	Completed

Current LOC e-mail addresses

- Aetna AetnaCCCPlusLOC@aetna.com
- Anthem CCCLOC@anthem.com
- Magellan MCCofVirginia@magellanhealth.com
- Optima OHCCLOC@Sentara.com
- United va_loc_ccc@uhc.com
- Va Premier vpeploc@vapremier.com

LOC team gets e-mail validation of delivery and opening of sent e-mails

- Quiz Time



Question #1

- What date should you receive LOC notices at your agency.

- ☐ 1-3
- ☐ 16-23
- ☐ 11-13
- ☒ 27-30



Question #2

- When will the Care Coordination Unit and CCC Plus Quality Unit be notified of missed annual LOC's

☐ Only after over due notice is missed

☒ After delinquent notice is missed

☐ All of the above



Question #3

- What is the date that LOC reviews due in the portal.

- ☐ 1st of month
- ☐ 30th of month
- ☐ Last day of month
- ☒ 2 days after completing the face to face
- ☐ Whenever completed



Your Turn

We need your input

What do you think?

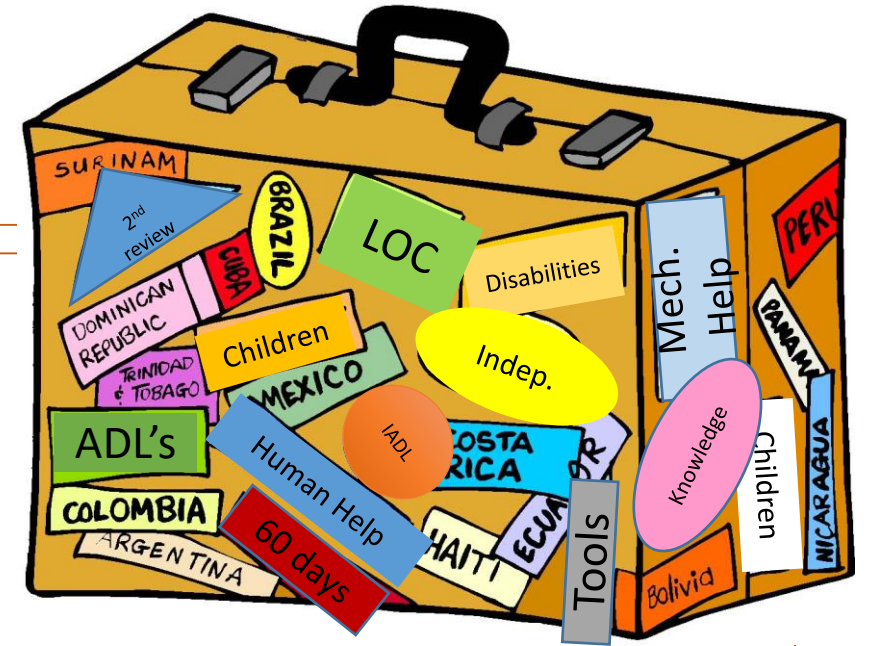
- Have we answered your questions?
- What else needs clarified?
- What needs additional clarification?

Future Training for Trainers

- What do you need?
- What Is the best format for trainings?
 - Webinar
 - Conference Call
 - Face to face
- How frequently do you want to receive training?
- Please complete the training satisfaction survey

Takeaways from Today

1. Enhanced Knowledge on scoring the LOC
2. Sharable Training Tools
 1. Today's power points
 2. A guide to the entire LOC process
3. Hints at upcoming changes to submission deadlines



Go Forth and train